TOYOTA DISPUTE SETTLEMENT PROGRAM

TO OUR CUSTOMERS:

Toyota has a commitment to you and your satisfaction. From your first phone call or visit to the dealership, through the purchase and delivery of your new Toyota, to after-sales service, your satisfaction is Number One with us.

If you should experience a problem which has not been resolved to your satisfaction through Toyota's franchised dealers or Customer Assistance Center, additional assistance may be available through the National Center for Dispute Settlement (NCDS).

NCDS will resolve your complaint through mediation/arbitration — a process by which two or more parties authorize a third party to resolve the dispute.

This procedure is offered to you at no charge. The decision is binding on Toyota but not on you.

WHAT IS THE DISPUTE SETTLEMENT PROGRAM?

NCDS is comprised of local professionals who are experienced in mediation/arbitration. NCDS will investigate your case by reviewing the facts, inspecting the vehicle if necessary, and rendering a fair and equitable decision.

WHAT TYPE OF DISPUTES ARE ELIGIBLE?

NCDS arbitrates disputes involving alleged product reliability or warranty performance problems concerning your Toyota vehicle which arise during the greater of (1) 3 years or 36,000 miles from the date of original delivery, whichever is earlier, or (2) the applicable provision of Toyota's Limited Warranty. However, NCDS will not arbitrate claims involving a vehicle used for commercial purposes (unless the "Lemon Law" of your state covers vehicles used for commercial purposes) or claims that an airbag failed to deploy or deployed when it should not have. You must file a request for mediation/arbitration with NCDS within 60 days of the expiration of the eligibility period, provided the concern or alleged defect was brought to the attention of Toyota or one of its dealers during the eligibility period.

HOW LONG IS THE ARBITRATION PROCESS?

The entire process, from the time NCDS receives your request for mediation/arbitration to the arbitrator's decision, is designed to take no more than 40 days. In some cases a decision may be delayed because of:

- Your failure to provide certain information required by NCDS or to make the vehicle available for inspection by NCDS in a timely manner when an inspection is necessary.
- Your failure to contact Toyota about your dispute before requesting arbitration.

The letter from NCDS advising you of its decision will specify that Toyota must comply with the decision usually within 30 calendar days. NCDS will contact you to ensure that Toyota has complied in a timely manner.

HOW MUCH WILL IT COST?

There is no charge to you for submitting your dispute to NCDS. You may obtain copies of your case for a nominal fee from NCDS.

WHEN SHOULD I USE NCDS?

Because most situations can be resolved by our Customer Satisfaction Network, we recommend that you request mediation/arbitration only after utilizing Toyota's Steps 1 and 2 of the customer assistance process described in your Owner's Manual Supplement, Part II, or Owner's Warranty Rights Notification.

You must use the Dispute Settlement Program prior to seeking remedies available to you through a court action pursuant to the Magnuson-Moss Warranty Act (the "Act"). In addition, you must use the Dispute Settlement Program if you are required to do so prior to seeking remedies available under the "Lemon Law" of your state. See the appropriate page in the Owner's Manual Supplement Part II, or Owner's Warranty Rights Notification for specific requirements applicable in your state. However, if your state law permits and if you choose to seek remedies which are not created by the Act, you are not required to use the Dispute Settlement Program although that option is still available to you.

HOW DO I REQUEST ARBITRATION?

Complete the Customer Claim form, available through Toyota's Customer Assistance Center (by calling toll-free at **1-800-331-4331**) or found in the Toyota Owner's Manual Supplement, Part II or Owner's Warranty Rights Notification. You will need the following information:

- Vehicle year, make, model, vehicle identification number (VIN), mileage, date of purchase.
- A brief description of your complaint and actions you have taken to resolve it.
- Enclose copies of invoices with your request for arbitration if you are seeking reimbursement for repairs or related incidental expenses.
- Enclose a copy of your vehicle registration.
- What action or remedy would resolve your problem.

TOY-TQ002-06-3D-00000144